

Kentucky Public Service Commission

CONSUMER SERVICES

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Consumer Services Division

CONSUMER SERVICES

PUBLIC
SERVICE
COMMISSION

1-800-PSC-INFO

1-800-772-4636

Fax: 502-564-7397

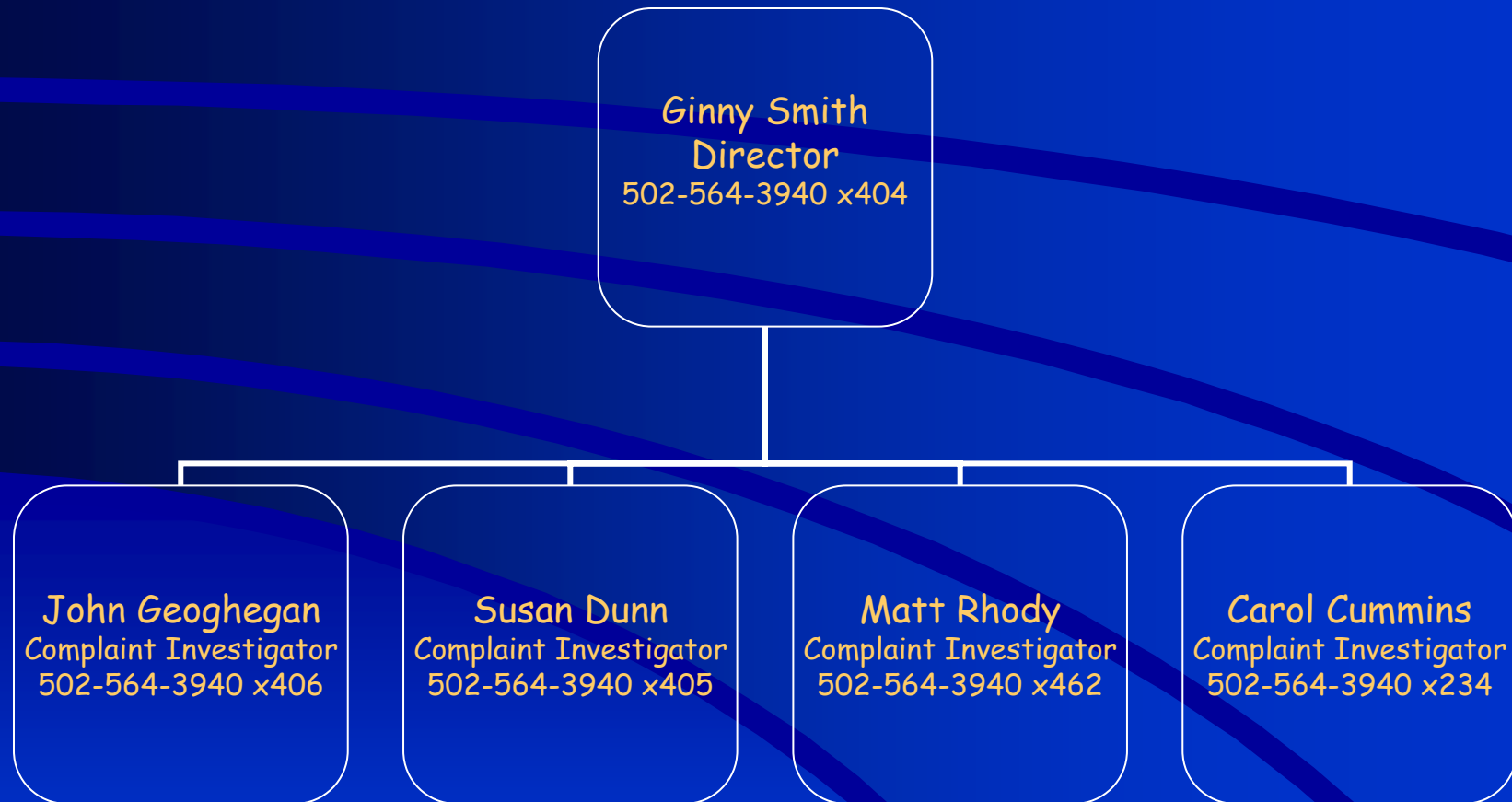
211 Sower Boulevard
P.O. Box 615
Frankfort, KY 40602

<http://psc.ky.gov>

psc.consumer.inquiries@mail.state.ky.us

Reports: psc.state.ky.us/consumer_intra/consapp1.htm

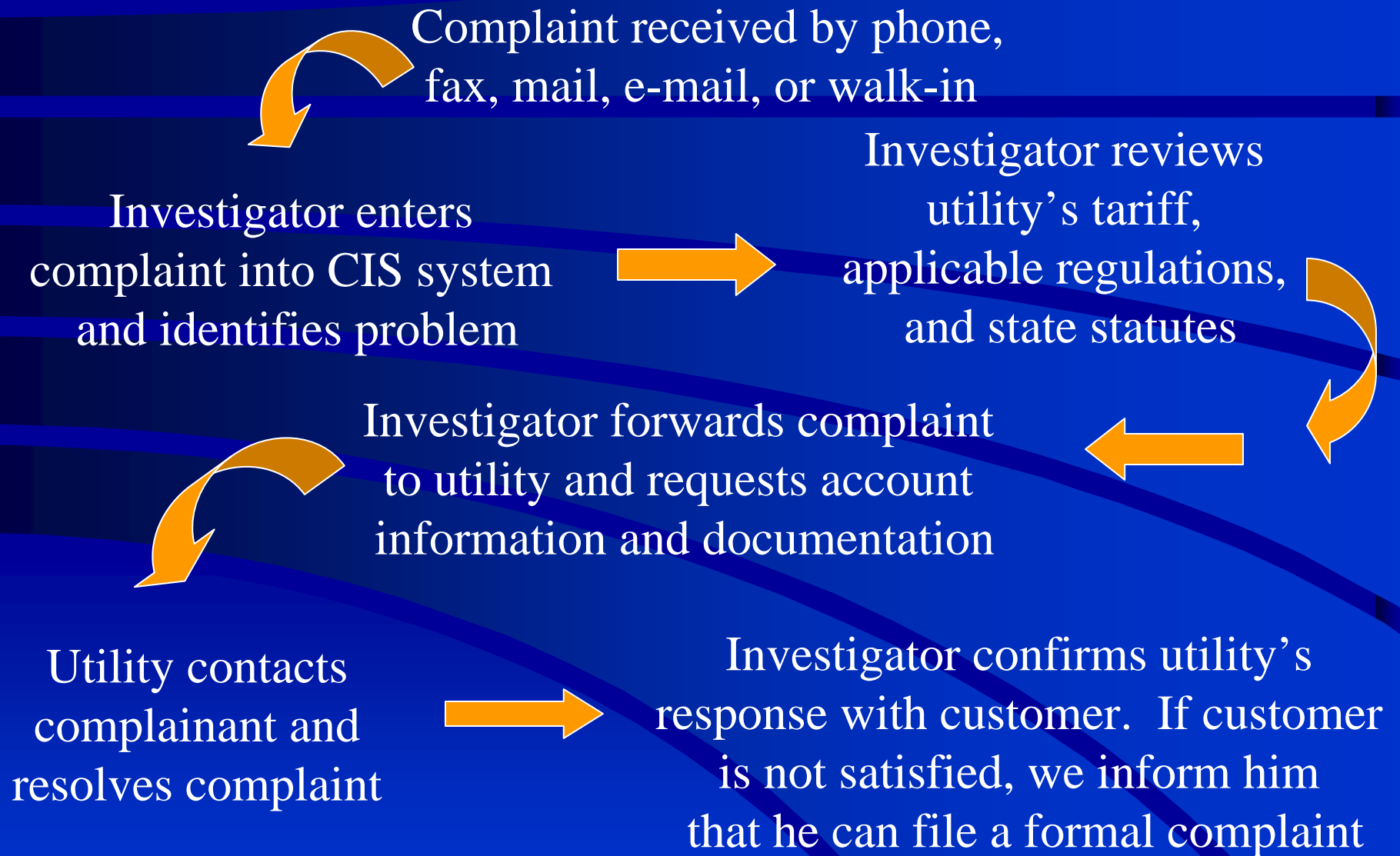
Consumer Services



Informal Complaints

- Customer first talks to the utility and attempts to resolve the dispute.
- If unresolved, the utility advises the customer of the opportunity to contact the PSC for review of the dispute.
- Customer may contact the PSC by telephone, fax, e-mail, letter, or in person. Use of the toll-free number or e-mail allows the complaint to be handled with the greatest speed and efficiency. Most complaints are handled over the telephone.
- Commission staff acts as a mediator, using information from the customer, the utility, tariffs, laws, Orders, etc. when attempting to resolve the dispute.

COMPLAINT PROCESS



Consumer Services

- Investigators routinely answer more than 2,500 telephone calls each month. Most callers are requesting information regarding regulations, tariffs, and utility company practices.
- Refunds, savings, and credits to consumers is now being tracked. In 2005, we helped consumers receive \$731,108. So far in 2006, we have helped consumers receive \$130,742.

TOOLS

-  Customer's Bill of Rights
-  Utilities' Filed Tariff
-  PSC Rules and Regulations
-  Kentucky State Statutes
-  Past Commission Decisions

Customer Bill of Rights Under Kentucky Law

- Purpose:
 - To educate customers of their rights and of utility's basic service obligations under Kentucky law and Commission's administrative regulations.

Customer Bill of Rights

- Residential customers in Kentucky are guaranteed rights subject to Kentucky Revised Statutes and the provisions of the Kentucky Public Service Commission Administrative Regulations.
- The Customer Bill of Rights is referenced in 807 KAR 5:006 Section 13.

Customer Bill of Rights

- You have the right to service provided you (or a member of your household whose debt was accumulated at your address) are not indebted to the utility.
- You have the right to inspect and review the utility's rates and tariffed operating procedures during the utility's normal office hours.
- You have the right to be present at any routine utility inspection of your service conditions.
- You must be provided a separate, distinct disconnect notice alerting you to a possible disconnection of your service if payment is not received.
- You have the right to dispute the reasons for any announced termination of your service.
- You have the right to negotiate a partial payment plan when your service is threatened by disconnection for non-payment.
- You have the right to participate in equal, budget payment plans for your natural gas and electric service.

Customer Bill of Rights

- You have the right to maintain your utility service for up to thirty (30) days upon presentation of a medical certificate issued by a health official.
- You have the right to prompt (within 24 hours) restoration of your service when the cause for discontinuance of the service has been corrected.
- If you have not been disconnected, you have the right to maintain your natural gas and electric service for up to thirty (30) days if you present a Certificate of Need issued by the Kentucky Cabinet for Human Resources between November and the end of March.
- If you have been disconnected due to nonpayment, you have the right to have your natural gas or electric service reconnected between the months of November through March provided you:
 - Present a Certificate of Need issued by the Kentucky Cabinet for Human Resources
 - Pay one third (1/3) of your outstanding bill (\$200 maximum)
 - Accept referral to the Human Resources' Weatherization Program
 - Agree to a repayment schedule that will cause your bill to become current by October 15.
- You have the right to contact the Public Service Commission regarding any dispute that you have been unable to resolve with your utility. Call toll free 1-800-772-4636.

Termination of Utility Service

Utility service may be stopped or terminated under some conditions.

- Non-Payment of Bill
 - Disconnect cannot occur for gas or electric service before 27 days after the original mailing date of the unpaid bill.
 - Disconnect cannot occur for water, sewer, or telephone service before 20 days after the original mailing date of the unpaid bill.
 - The disconnect notice must be sent 10 days prior to disconnect before cut-off of electric or gas service and 5 days prior to disconnect for water, sewer, or telephone service.
 - Payment plans may be negotiated to keep service from termination.

Termination of Utility Service

- Violation of Rules
 - Disconnection is permitted only after written notice of problem and after a grace period to correct situation.
- Dangerous Situation
 - Immediate disconnection is permitted with a follow-up of a written explanation. Action is required by customer before reconnection.

Consumer Relations

Utility Obligations to the Customer

- Utility must offer service to customers within its service territory.
- Customers may review utility's rates and current approved tariff at all utility offices.
- Customers may be present when utility is inspecting service conditions.
- Utilities must provide separate notice prior to disconnection.
- Customers are allowed to dispute disconnection announcements.

Utility Obligations to the Customer

- Utilities must negotiate partial payment plans when disconnection for nonpayment is threatened.
- Utilities must offer budget payment plans.
- Utilities must accept medical certificates of need provided by health care professionals.
- Utilities must reconnect within 24 hours when the customer account is in good standing after disconnection.

Formal Complaints

- Customers have the right to file a formal complaint. This does not mean that the complaint was not resolved at the informal process, but that the consumer refuses to accept the mediation results.

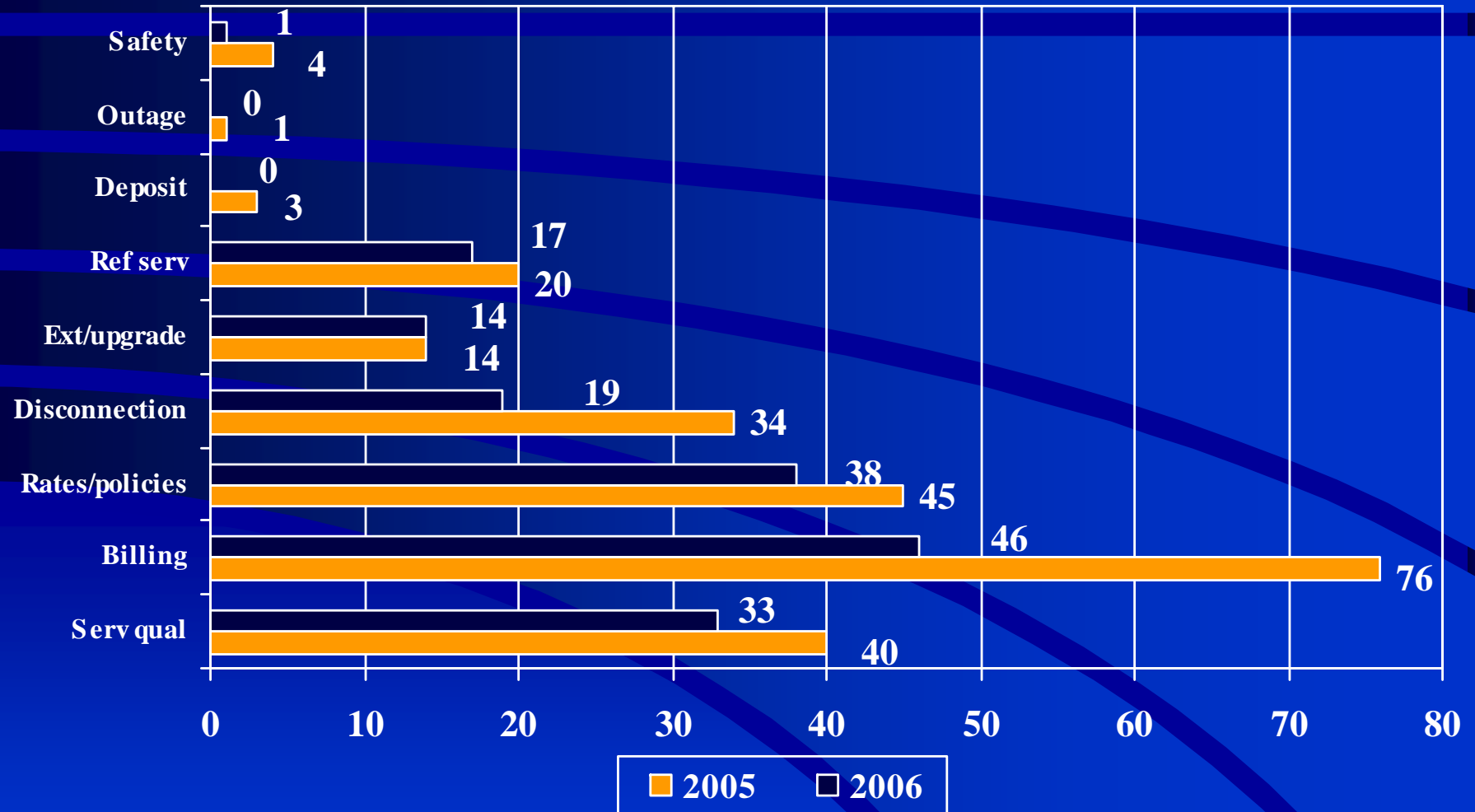
Formal Complaints

- Customer request for a formal investigation of a complaint must be made in writing.
- The complaint is assigned a case number and made part of the Commission's docket of cases.
- Commission issues an Order to the utility to satisfy the complainant's request or to file an answer to the complaint.
- Utility and customer may negotiate a settlement to resolve the dispute.
- Settlement Proposal must be submitted to the Commission for review and approval.
- Without a Commission-approved Settlement, the commission holds a hearing at which the utility and complainant present their positions.
- Commission issues an Order with its decision on the case.

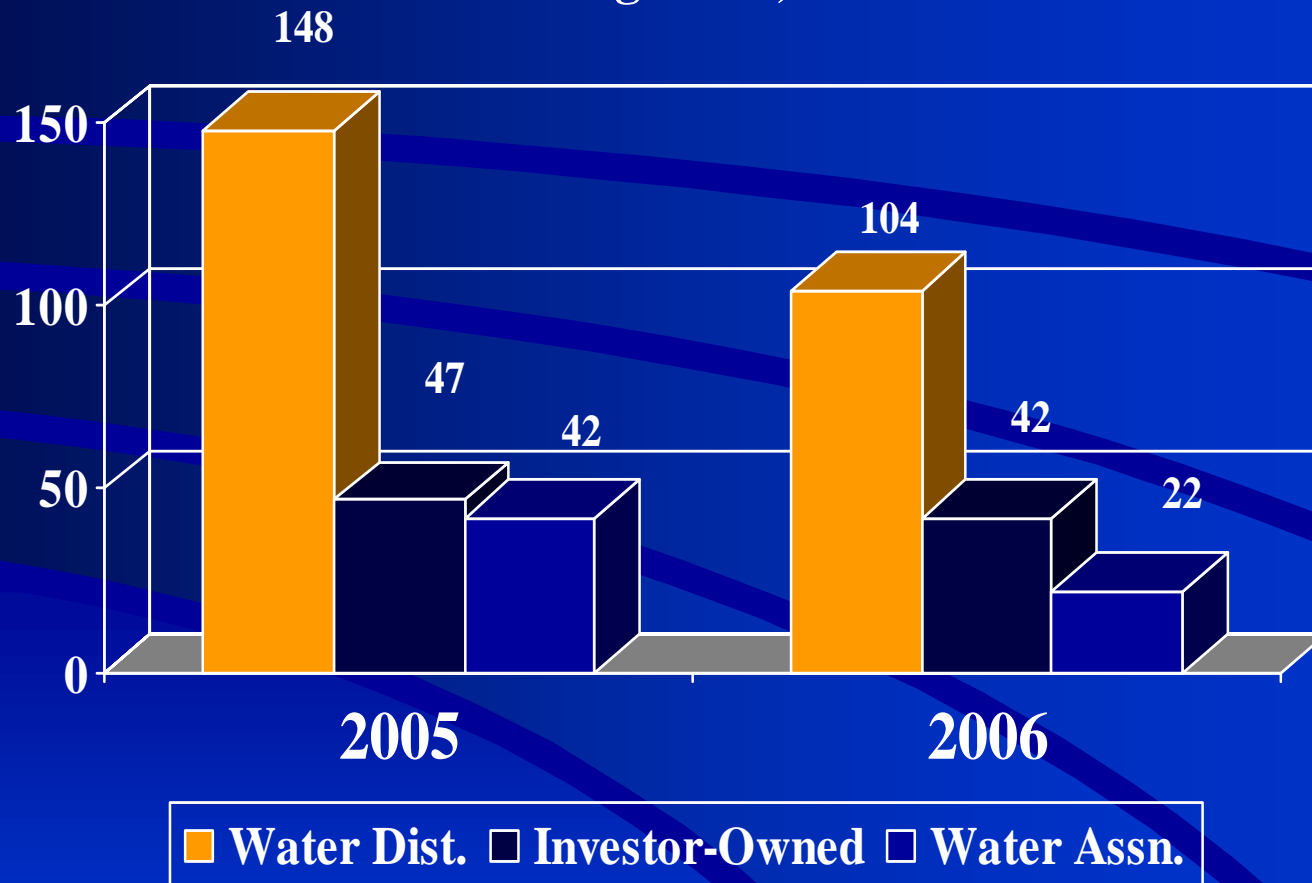
Complaint Activity

- Reports are created in-house on a monthly basis. If you are interested in monthly complaint activity, you can contact Consumer Services.
- Utilities can view quarterly reports related to complaint activity by visiting the following web site:
http://psc.state.ky.us/consumer_intra/consapp1.htm.

Water Utility Complaints
2005 Compared to 2006
As of August 24, 2006



**Complaints By Utility Type
2005 Compared to 2006
As of August 24, 2006**



TOP 5 COMPLAINT REASONS

as of August 24, 2006

☹ Billing (46)

☹ Rates/Policies (38)

☹ Service Quality/Repair (33)

☹ Disconnection (19)

☹ Refusal to provide service (17)

Educational Materials

- Utility's Annual Reports
- Brochures
- Bill Inserts
- Past Orders
- Future School-Related Efforts

Speaker's Bureau

- Staff Involvement
- Types of Groups Participating
- Information Shared

Public Service Announcements

- Television
- Radio
- Newspapers

Topics for Discussion

- Tenant/Landlord responsibilities
- Customer being disconnected/requesting service in someone else's name at same location.
- Leak adjustments
- Customer education-rate increases